

WHAT IS CLAIMED IS:

1. A method for role analysis in an organization, comprising:

determining categories of roles of the organization;

reviewing documents related to the roles of the organization;

interviewing subject matter experts of the organization to obtain information related to the roles in the organization;

creating one or more role analysis profiles based on the reviewed documents and interview information;

validating the created role analysis profiles; and

creating final role analysis profiles based on the validation.
2. The method of claim 1, wherein the determining step further comprises:

consulting with one or more managers of the organization to determine categories of roles.
3. The method of claim 1, wherein the determining step further comprises:

determining an audience segment in the organization based on the categories to gather data related to roles of the organization.

FINNEGAN
HENDERSON
FARABOW
GARRETT &
DUNNER LLP

1300 I Street, NW
Washington, DC 20005
202.408.4000
Fax 202.408.4400
www.finnegan.com

4. The method of claim 3, wherein determining an audience segment further comprises:

identifying subject matter experts in the organization based on the audience segment.

5. The method of claim 1, wherein reviewing documents further comprises:
reviewing documents that comprise processes, position descriptions, learning content, or product manuals.

6. The method of claim 1, wherein the interviewing step further comprises:
receiving information on core tasks, formal training, technical knowledge, process knowledge, and problem solving skills.

7. The method of claim 6, wherein the receiving step further comprises:
recording the received information on core task templates.

8. The method of claim 1, wherein creating one or more role analysis profiles further comprises:

determining one or more core tasks of the one or more role analysis profiles.

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GARRETT &
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9. The method of claim 8, wherein determining one or more core tasks further comprises:

compiling interview information from core task templates.

10. The method of claim 9, wherein compiling interview information further includes:

grouping core task templates by common core tasks to create the one or more role analysis profiles.

11. The method of claim 9, wherein compiling interview information further comprises:

grouping core task templates by common audience segment to create the one or more role analysis profiles.

12. The method of claim 1, wherein creating one or more role analysis profiles further comprises:

determining formal training, technical knowledge, process knowledge, or problem solving skills.

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13. The method of claim 1, wherein validating the one or more role analysis profiles comprises:

reviewing the one or more created role analysis profiles with subject matter experts other than the interviewed subject matter experts; and

receiving feedback from the reviewing subject matter experts.

14. The method of claim 13, wherein receiving feedback from the reviewing subject matter experts further comprises:

modifying the one or more reviewed role analysis profiles based on the received feedback.

15. The method of claim 14, wherein the validating step further comprises: reviewing the one or more role analysis profiles with managers of the organization; and receiving feedback from the managers.

16. The method of claim 15, wherein the validating step further comprises: modifying the one or more role analysis profiles based on the review with the managers.

17. The method of claim 1, further comprising: determining desired training for one or more members of the organization based on the one or more final role analysis profiles.

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HENDERSON
FARABOW
GARRETT &
DUNNER LLP

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Washington, DC 20005
202.408.4000
Fax 202.408.4400
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determining skill gaps in the organization based on the one or more final role analysis profiles.

determining training needs for the IT organization based on the created role analysis profiles.

50